

QCI stands apart with its streamlined, tech-driven model

Two-week start-up timeline, integrated
operational system, and faster launch
than traditional franchises



Q C I
PROPERTY MANAGEMENT

FRANCHISE
OPERATIONS

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Introduction

The keys to a Successful Q C I Property Management Operation

Q C I Property Management has developed a streamlined operations and communications system designed to help every franchise operate with consistency, efficiency, and professionalism. This structure ensures that each Q C I office functions at the same high standard across the nation – while allowing local franchisees the flexibility to adapt to their specific markets. Our model emphasizes clarity, accountability, and direct access to support resources, enabling franchise partners to focus on performance and growth.



Operational Structure



Every Q C I franchise operates within a clearly defined framework that aligns day-to-day management with the brand's proven business systems. Franchisees receive detailed operational manuals, standardized procedures, and digital tools covering all key aspects of property management – including client onboarding, inspections, maintenance coordination, and rent collection.

Q C I's proprietary systems help franchisees stay organized, efficient, and responsive to both property owners and tenants. Through the use of centralized dashboards and automated reporting, franchise owners can easily monitor performance metrics, track tasks, and manage communications in real time.

Core Operational Tools Include:

- **Q C I Operations Manual** – A comprehensive, step-by-step reference for daily operations, compliance, and customer service standards.
- **Central Management Dashboard** – Integrates scheduling, task tracking, and reporting into a single platform accessible by both the franchisee and Q C I Support.
- **Tenant & Owner Portals** – Secure online platforms for maintenance requests, payment processing, and direct communication.
- **Marketing & Performance Analytics** – Built-in tracking tools for advertising results, client retention, and growth forecasting.



Communications System Overview



Introduction

At Q C I Property Management, communication isn't just a process – it's the backbone of our success. Every conversation, message, and notification represents an opportunity to build trust, strengthen relationships, and reinforce the Q C I brand promise: ***"Your Property, Our Priority."***

Q C I's communications system has been engineered to eliminate friction, centralize operations, and ensure that property owners, tenants, vendors, and franchise headquarters remain seamlessly connected at all times. This structure allows every Q C I franchise to operate with precision, transparency, and professionalism.

Centralized Communication Platform

Every Q C I franchise operates through an integrated communication ecosystem powered by **DoorLoop**, Q C I's official management and communications platform.

DoorLoop serves as the single hub for all daily interactions, enabling franchisees to manage text messages, alerts, emails, and document sharing within one unified interface. This centralization gives each franchisee full visibility and control over communications while maintaining systemwide consistency.

Through DoorLoop, all franchise activities – from maintenance coordination to financial reporting – are documented, trackable, and accessible in real time. This allows franchise owners to manage operations confidently and efficiently while keeping every stakeholder informed.



Communications System Overview: Cont.



Communication for Property Owners

For property owners, Q C I's communication system delivers instant access to their investment information. From maintenance updates to financial performance reports, all data is securely shared in real time through DoorLoop's owner portal.

This transparency builds confidence and convenience, allowing owners to view reports, approve repairs, or communicate directly with their property manager from any device. Owners always know what's happening – without the need for manual follow-ups or delayed responses.

Communication for Tenants

Tenants benefit from direct, intuitive access to their property manager through DoorLoop's tenant portal. They can submit maintenance requests, send messages, receive alerts, and track issue resolutions – all within one streamlined platform.

This approach ensures timely, professional communication while maintaining clear documentation of every tenant interaction. Faster response times translate into higher tenant satisfaction and improved property retention rates across the Q C I network.

Communication for Vendors

Vendors are seamlessly integrated into the same platform. They receive work orders, scheduling confirmations, and payment updates automatically through DoorLoop, ensuring efficient task completion and record-keeping.

This system minimizes errors, accelerates service delivery, and creates a smooth, traceable workflow for both vendors and franchisees.



Communications System Overview: Cont.



Franchisor Oversight and Support

Overseeing it all, Q C I Headquarters maintains a master-level connection to each franchise's DoorLoop account. This enables real-time oversight of operational performance, compliance monitoring, and franchise support.

By maintaining visibility across the network, Q C I ensures brand standards are met consistently, while also providing data-driven insights that help franchisees improve communication, efficiency, and client satisfaction.

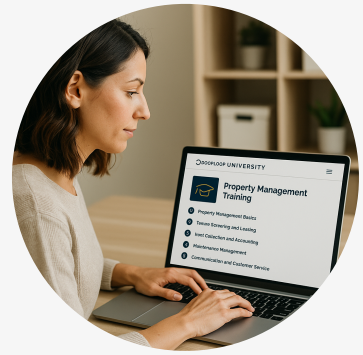
24/7 Call Center Integration

To further enhance responsiveness, every Q C I franchise is backed by Q C I's **24/7 Call Center**. This system ensures that no message goes unanswered – every call, text, or inquiry is automatically captured, routed, and resolved.

The Call Center supports all property-related communications, acting as a live extension of each franchise's operations. Whether it's a tenant maintenance emergency or an owner inquiry, every communication is handled promptly and professionally.



Communications System Overview: Cont.



Support Integration

Q C I's communications framework is designed to provide **two-way support**:

- **Top-Down Guidance:** Q C I delivers continuous updates, training, and operational refinements through centralized channels.
- **Bottom-Up Feedback:** Franchisees contribute local insights, challenges, and performance feedback to strengthen network-wide innovation and best practices.

This integration creates a collaborative franchise environment where each office operates independently but remains connected to the collective strength of the Q C I brand.

Conclusion

The Q C I Communications System redefines what it means to stay connected. By integrating people, technology, and process into a single operational framework, Q C I delivers clarity, efficiency, and confidence at every level of franchise operation.

This system doesn't just support communication – it empowers it. Through DoorLoop, Q C I unites property owners, tenants, vendors, and franchise teams under one clear, reliable standard of excellence.

This is how Q C I keeps communication effortless – connecting everyone, simplifying operations, and empowering franchisees to focus on what matters most:

Your Property, Our Priority.





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